

End Notes

¹ San José Duty Manual, Section C1703, Complaint defined: A complaint is an act of expressed dissatisfaction which relates to Department operations, personnel conduct or unlawful acts. Inquiry defined: Citizen contact with a Department member regarding an issue of concern that is immediately addressed and resolved to the satisfaction of the citizen. A concern that is not satisfactorily resolved can become a complaint.

² San José Duty Manual, Section C1716, Informal Complaint defined: It is determined that the allegation involves minor transgressions that may be handled by bringing the matter to the attention of the subject member's supervisor and chain of command. The utilization of this process does not imply that the subject member has in fact committed the transgressions as described by the complaint.

³ San José Duty Manual, Section C1721, Policy Complaint defined: A complaint which pertains to an established policy, properly employed by a Department member, which the complainant understands but believes is inappropriate or not valid.

⁴ San José Duty Manual, Section C1711, Procedure Complaint defined: (A) After the initial investigation, it is determined that the subject member acted reasonably and within Department policy and procedure given the specific circumstances and the facts of the incident and that, despite the allegation of misconduct, there is no factual basis to support the allegation. (B) The Allegation is a dispute-of-fact case wherein there is no independent information, evidence, or witnesses available to support the complaint and there exists another judicial entity which is available to process the concerns of the complaint.

⁵ Independent Police Auditor, Third Quarterly Report (1994) p. 16.

⁶ SJPD Program Management Report.

⁷ Independent Police Auditor, Third Quarterly Report (1994) p.15.

⁸ Independent Police Auditor, Third Quarterly Report (1994) p.19.

⁹ Department Initiated complaints are internal complaints initiated by the Chief of Police and mostly involve management issues. However, some DI complaints are external and have a nexus to a citizen.